

RHODE ISLAND PUBLIC TRANSIT AUTHORITY

BOARD OF DIRECTORS

MINUTES OF Monday, April 21, 2014 MEETING

Board Members Present: Mayor Scott Avedisian, Chairperson; Jerome Williams; Director Michael Lewis; Stephen Durkee, Margaret Holland McDuff and Maureen Martin.

Absent: Peter Ginaitt

Also Present: Raymond Studley, CEO; Wayne Hannon, Resource Team; Todd Gleason, Outside Counsel; Benjamin Salzillo, Chief Legal Counsel; Marie DiToro, Recording Secretary; and other members of RIPTA's staff, and members of the public whose names are on the sign-in sheet.

Agenda Item 1: Approval of March 17, 2014 Meeting Minutes

Mayor Avedisian calls the meeting to order. He asks for a motion to accept the March 17, 2014 minutes as presented to the board. Mr. Durkee makes a motion to approve the minutes and Mr. Williams seconds the motion and it passes unanimously.

Agenda Item 2: Public Comment

(Board members take public comments under advisement, but do not respond except for clarifications. Members may follow-up on public comments in writing post-meeting as permitted by applicable law.)

Mayor Avedisian asks if there is anyone here who would like to speak under the public comment portion of the meeting.

Mr. Harrington states that as he reviewed the packet he noticed that there is a vote on the agenda for an outside contractor for an electrician. It is a one year contract with a three year option to renew. Recently, there was a posting looking to improve Buildings and Grounds and for that individual to have a Journeyman's license so that work does not have to be subcontracted. He does favor the bid because it is for a year and hopefully no longer. Mr. Harrington has spoken to Mr. Studley on this and it is an area that needs improvement and there is a cost savings to have as much of the work done in house as possible.

Next month is Transit Month. The Union is putting a campaign together to go out and to get our drivers, members and ridership involved to call the delegation to support the transportation bill currently being discussed in Congress.

Mr. Harrington states that Mr. Studley as CEO has done a very good job. Mr. Harrington has no details regarding the CEO's contract, however he believes the Agency needs continuity and Mr. Studley has Mr. Harrington's support. Since Mr. Studley has arrived he has taken strides to move the Authority in the right direction. At times, they may agree to disagree, however Mr. Studley has done a great job and Mr. Harrington is not just saying this on Mr. Studley's behalf, but rather on behalf of the employees and riders.

Ms. Ele Felaco thanks the Board for putting up with her at all these meetings. She also would like to express appreciation to the RIPTA staff Mr. Studley, Ms. DiToro, Ms. Pettine, Mr. Therrien and Ms. Judy Uhlig. All the employees are so courteous and try so hard. She would also like to thank the organizations, RIPTA Riders Alliance, the Sierra Club and the Coalition for Transportation Choices. Ms. Felaco states that she is still not happy about Kennedy Plaza, however she is learning and you are never too old to learn. She thanks the Board for their time.

With no further public comments, Mayor Avedisian moves on to the CEO Report and asks Mr. Studley to begin.

Agenda Item 3: CEO Report

Mr. Studley states that RIDOT and RIPTA will be presenting to the Senate Finance Committee about the Proposed Transit Hub next week. Also, FTA will be visiting to review Kennedy Plaza, the improvements at the Eastside Tunnel and the walking route from Kennedy Plaza to the Train Station.

On May 9th RIPTA is sponsoring a "Pink Out" day. RIPTA is providing pink shirts and asking its staff to wear them for Breast Cancer Awareness. Coast 93.3 will be onsite at Kennedy Plaza and Mr. Studley believes this is a real positive event for an important cause.

In regards to the CEO Report the surplus is a little higher than expected. This could change because there are some liability claims. Mayor Avedisian states it is great to hear the word "surplus" rather than deficit.

Mr. Studley states that there have been some personnel changes regarding the ATMS. He, Mr. Tierney and Ms. LeClerc meet regularly and also have had numerous meetings or conference calls with Xerox and Mr. Studley believes that they are heading in the right direction quickly.

Ms. LeClerc begins the ATMS update by stating that they have a revised scope of work related to the 5% issue and there were only two areas that are still under discussion. They are that Xerox has offered a solution used by Pierce Transit for dispatching using the OrbCAD and the separate radio console rather than the integration RIPTA has requested. Ms. LeClerc will contact Pierce Transit to discuss their experience with the set up. The other was that Xerox will provide the capability to send text or email messages to all users that have signed up for notifications. However, they will not offer the capability to filter messages according to the area. This means that Woonsocket people will get Newport updates. It is not ideal and it is still under discussion.

Xerox will be on site for the next two days, March 18th and 19th. They will be looking at the repairs needed on the vehicles, testing at Kennedy Plaza and she hopes to get a lot accomplished over the next two days to move forward.

Mr. Studley states that all the drivers have been trained. Mayor Avedisian asks of the drivers out long term will they be trained prior to coming back to work and Ms. LeClerc responds yes that is correct. She states that is because of the hard work of Mr. Tierney that the training has been completed.

Mr. Williams notes that on the second page of the report it lists the seven items that have been agreed upon under the new scope of work, and asks if will there be additional cost for this. Ms. LeClerc states that those items should not have additional costs to them.

Mr. Studley adds that with the construction at Kennedy Plaza and Newport it is important not to install to uninstall and move. He thinks Xerox will work with RIPTA on this and will speak to them this week on this matter. Also, Mr. Studley mentions that the contract called for 260 buses to have ATMS installed; however there are only 233 buses. He will look for some sort of credit on that. They asked to table that until the next call so they can discuss what they would like to offer RIPTA. There have been ongoing discussions at the Fleet Management meetings on how to handle this going forward with new buses.

Agenda Item 4: Strategic Planning Committee Update

Mr. Durkee states that the committee has not met in approximately five months and they thought it was a good time to get the committee re-engaged on everything that is going on here at RIPTA. It was a general update. Ms. Pettine states that at the previous meeting it was determined to meet on an as needed basis going forward. The Strategic Planning Committee anticipates reconvening again at the end of the summer.

Agenda Item 5: Kennedy Plaza Update

Ms. Pettine states that the Board packets contain the most up to date plans and these were submitted to the City last Thursday. The City is still looking to bid the project in early May.

Parallel to that process, RIPTA has decided to procure independently from the City the shelters, benches and signage and hit the bid process around the same time. The city contractor will install these items when that time comes.

Ms. Pettine explains the plans the Board members are looking at. She states that since the last rendering the Board saw the biggest change is the addition of trees to the infill and wanted to make sure the scale is appropriate so that the riders do not feel the area is overwhelmingly open. Originally, the shelters along Fulton street were going to have double sided roofs; however, the State Historic Preservation Office didn't care for the design so that is getting replaced with long benches so there will still be an edge on Fulton and place to sit, but the roof line only be underneath the shelters. There will be 20 foot shelters at the eight stops. This is about double the size of a Lamar Shelter.

The infill material has also changed. There is a proposal to replace all the curb lines and existing pavers up to the building with one consistent level ground surface. The way to differentiate between the surfaces will be with brush strokes, scored aggregate, shading and tinting the color to improve aesthetics. The bus shelters will be pushed back to make sure that there is a clear walking path around the plaza without a tripping hazard.

Also shown in the packet are the bench and shelter types that will be included in the specifications when they go out to bid. The signage will be modeled after the R-Line and the wayfinding totems will make it easier for the riders to find their connections and transfers.

Mr. Durkee asks if the Champlain Project is on the same time line and Ms. Pettine responds that Mr. Durkee is referring to the \$400,000 grant that the Downtown Conservancy received to improve the entrance to the park at the corner of Exchange Terrace and Exchange Street. This is where berths M and N come together. They have hired a designer and RIPTA will be invited to a meeting soon to discuss how the improvements will play into how the riders traverse through the park thinking about lighting, safety, level ground and signage. Mr. Durkee states that it is a much better connection with the train station as well and Ms. Pettine has really been doing a great job.

Mayor Avedisian states that Ms. Pettine has put in a lot of time on this and with no further questions he asks Ms. Pettine to update the Board on Service Modifications.

Agenda Item 6: East Providence & Pawtucket Service Modifications

Mayor Avedisian begins by saying that he knows that there were two public hearings last week. He understands that there were no attendees at the first meeting and believes there was only one person in attendance at the second. Ms. Pettine responds that is correct. The one attendee was Mr. Tom Cute, RIPTA driver, who was there as both a driver and a citizen.

Ms. Martin asks where the meetings were held and she is concerned why no one showed up. Ms. Pettine responds that the meetings were held at the East Providence Senior Center and there were two meetings one during the day and one in the evening. She also states that they used all their traditional methods of getting notification of the hearing out to the public. Ms. Pettine states that part of this is related to the fact that there is very low ridership on these routes on the weekends.

Ms. Martin understands that the COA is well thought out and is supposed to be cost neutral, however she just gets nervous when she hears that no one was in attendance. She understands that they all knew at the beginning of the COA that tough decisions were going to be made and not everyone will be happy. Is there an analysis that shows how much money is saved in this area so that RIPTA can put it in another area that needs it or is it lumped into the big picture? Ms. Pettine responds that this is a little different because this was not part of the set of COA recommendations that were approved last year. RIPTA had added weekend service to the 32 this past fall when there were COA changes made to the route and they thought it would carry because it was connecting to a call center at the end of the line. It had such minimal ridership, and because the other two routes in Pawtucket had such minimal weekend ridership and because RIPTA is trying to get resources where there is demand, in this case the resources will be used to add Sunday service to Route 13 and 17.

Ms. McDuff asks where these two routes are. Ms. Pettine responds that Route 13 is Coventry/West Warwick area and Route 17 is in the city and goes from Cranston through Olneyville square. It is a key corridor route in the system that currently does not have Sunday service. Route 13 has had many changes and has had repeated requests for Sunday service.

Ms. Pettine goes on to say that RIPTA is evaluating route performance based on the service guidelines that came out of the COA and that these routes on those days are not meeting service guidelines and that is why the suggestion of reallocating the service is being made. Ms. Pettine states that the statistics are contained in the Staff Summary in the Board Packet.

With no further comments, Mayor Avedisian asks for a motion. Director Lewis makes a motion to accept the recommendation. Mr. Durkee seconds the motion and it passes unanimously. Mr. Durkee states that this will help grow the system.

Agenda Item 7: RFP: 12-02 Comprehensive Operational Analysis Change

Ms. Pettine states that there is a request to award a Change Order to Nelson Nygaard for \$36,688 and this is for the final phase of the Comprehensive Operational Analysis study. This relates to the original Nelson Nygaard contract which began with the COA and it was extended when RIPTA initially began working with the city on the redevelopment of Kennedy Plaza, providing assistance with bus berthing plans. This is also the group that is

working on the multi-hub study. However, it is the Kennedy Plaza phase that Ms. Pettine is coming back and asking for more funds on. RIPTA has decided to procure shelters and benches independently and has asked the consultants to provide the Bid Specifications and help with the coordination with the city plans.

Director Lewis will recommend approval of this, however he asks if there is a contingency built into the plan and Ms. Pettine responds that she figured this was the contingency and after speaking with Mr. Studley on this they planned on bringing in a Project Manager to oversee the rest of the process.

Mayor Avedisian asks for a motion to amend the request by adding in a 10% contingency. Mr. Durkee makes a motion to amend the request. Ms. Martin seconds the motion and it passes unanimously.

Director Lewis makes a motion to pass the amended request. Mr. Durkee seconds and it passes unanimously.

Agenda Item 8: Ride-Logisticare Update

Mr. Therrien states that on March 21, 2014 RIPTA found out from EOHHS (Executive Offices of Health and Human Services) that they awarded all non-emergency medical Transport to Logisticare, a national company, effective May 1, 2014. Mr. Therrien stated that a Transportation Broker is a company that will take all the phone calls for non emergency medical transportation. For RIPTA, this means going from 1500 phone calls to about 700 phone calls a day. Logisticare will conduct functional reviews of everybody who needs one of these rides and they will determine what type of ride a person needs: Fixed Route, their own ride, ADA, ambulance or van ride. The State of Rhode Island hasn't really been doing that. Logisticare will provide transportation as a last resort option. Logisticare will send over 1500-2000 potential trips a day and RIPTA will take that list and decide what trips it can handle and the others will get pushed back to Logisticare to find other means.

Mayor Avedisian questions whether these changes will mean it negates the contracts RIPTA currently has with Taxi Companies. Mr. Therrien responds that it will take the number of taxis per day from approximately 600 to approximately 20. Logisticare will deal with taxis directly.

Mr. Hannon explains that from the onset RIPTA had agreed to keep four areas of ridership; Adult Daycare, Senior Meals, Methadone Clinics and Dialysis. He continues to say that downsizing may not happen at RIPTA with these changes because there will be additional needs in the Authority that may shift responsibilities to other areas.

Mayor Avedisian seeks clarification on whether RIPTA is scheduling the rides or given a schedule to follow every day from Logisticare. Mr. Therrien responds that RIPTA is given

the times that people need to be dropped off or picked up, however the Ride Program still has to generate the schedule daily.

Mr. Studley states that the normal transition period is 4-6 months; unfortunately in this case it is 4-6 weeks. He felt it would make sense to continue working under the existing fee structure until Mr. Hannon and Mr. Therrien iron out and negotiate a new structure with Logisticare.

Ms. Holland McDuff states that RIPTA as the default provider, if it is not priced correctly, could be really detrimental.

Mr. Therrien states that they are enlisting the help of the President of Reveal Software, Scott Schoessel, who has negotiated many contracts like this and will help RIPTA make good business decisions on proper pricing and logistically what trips RIPTA should or should not take.

A discussion was had on the process of what trips RIPTA will have and how the decision will be made. The understanding is that RIPTA will go through the wide variety of trips that they offer and set reimbursement rates to those trips and then Logisticare will let RIPTA know which type of trips they want RIPTA to take. As of now, RIPTA will handle a lot of trips, but as Logisticare develops a greater market of provider's things can change.

Mayor Avedisian asks if the policies and procedures that RIPTA has put in place will still be followed. Mr. Hannon states that ultimately yes.

Customer complaints will be filtered and handled by Logisticare and RIPTA's responsibility will be to respond to Logisticare and not the client any longer. Director Lewis is concerned about making sure this information is out there to the riders to limit the number of riders that will inevitably call RIPTA anyhow. Ms. Holland McDuff agrees with the Director and stated that change is hard for people. The clients associated with these types of rides needs to be clearly communicated to so when something goes wrong they don't have the perception that it is RIPTA's fault. The consensus is to try to get out ahead of this as much as possible. Director Lewis states that RIPTA, along with OHHS, should prepare a communication strategy on this in advance with as much of a positive, friendly customer-service approach as possible.

Mayor Avedisian and Mr. Studley will meet to discuss different methods of getting this information out to everyone. He states that if they can get someone assigned to this story from the Journal it may be advantageous for them to take the time to go sit with them. Mr. Studley states that Mr. Hannon also suggests sending out a Joint Press Release from OHHS and RIPTA on this.

Ms. Holland McDuff thinks it would be very helpful if RIPTA knew Logisticare's Performance Standards and then know the average for the State and how RIPTA performs compared to its competitors. Mr. Hannon states that written into the MOU is a section which states that Logisticare has to provide statistical information on these matters.

Mr. Studley states that the timing is good because RIPTA has been working with Brian Daniels from OMB on Performance Measures for Customer Service and the R-Line. Ms. Pettine's staff has been working diligently on creating a new system of tracking all avenues of customer feedback whether it comes in via the phone, email, social media etc. RIPTA will then take the information gathered from Logisticare to add that data to this system as well to have the most accurate accountability as possible.

Mr. Therrien states that RIPTA receives \$3.7 million in bus passes a year from EOHHS and the Rhody Tens are another \$500-700 a year which will change also. Logisticare will mail a person individual tickets instead of the packages that RIPTA offers. At the beginning the impact won't be as significant; eventually, however, this will have some effect on revenue on ridership. Mr. Hannon states that when they met with Logisitcare the last time they (Logisticare) purchased 900 monthly passes, 1000 Rhody Ten passes and 210 RIPTIKS. They are anticipating using them over time; however to Mr. Therrien's point RIPTA does not know what that means for the future.

Mr. Williams asks if there is a group of people that are responsible for monitoring all this during the first 6-8 weeks of integration to be certain as few problems as possible occur or at least get handled quickly and efficiently. Mr. Hannon responds that it would be more like 6-8 months worth of monitoring that will be needed and currently every Wednesday morning RIPTA and Logisticare meet. On Thursday morning Mr. Hannon has a phone conference with Mr. Martin from OHHS. So far, by the time Mr. Hannon speaks to Mr. Martin, he has already been informed by Logisticare of the results of the previous day's meeting. This is great communication.

Mr. Durkee states that this is a population that is extremely vulnerable and that there has to be some level of safeguards. Mr. Therrien responds that is why RIPTA agreed from the beginning to take the dialysis clients.

Ms. Holland McDuff states that mental health center appointments are important as well and she is not sure the workforce at these places are really aware of these changes and there needs to be communication with them.

Mayor Avedisian states that a group needs to get together to figure out the best way to get the information out to all agencies, their staff and clients. Mr. Williams adds that there are two sides to the communication; the first is the external public and the other is to the internal departments that are impacted by this. Mr. Hannon states that for the four targeted areas that RIPTA has agreed on Mr. Therrien has a Communications Plan for those areas. However, if the other agencies do not realize or understand what is going on that will be a problem.

Mr. Harrington states that if RIPTA is not providing the ride then someone else is and Mr. Harrington would like to know what the check and balance is for them? RIPTA's staff is professional and well trained. He does agree that this could be a benefit for the Authority and get out of the Taxi business. He thanks the Board for allowing him to speak outside of Public Comment on this matter.

Agenda Item 9: **IFB: 14-16 On-Call Electrical Services**

Mr. Mencarini states that this request is to award a contract for on-call electrical services and is the agenda item Mr. Harrington alluded to earlier in the meeting. From a procurement perspective there were seven bidders to this bid. PAJAN Service of East Providence was the lowest bidder of all seven. Contract is for one year with four annual renewal options at RIPTA's discretion. The estimated annual cost is \$50,000.00. Last year the expenditures were \$45,750.00. The expenditures are paid through operating and in cases where it affects preventative maintenance for building needs grant money can be utilized. Non-emergency hourly rate is \$55.50.

Director Lewis asks generally where these services are performed. Mr. Harwood states within all six buildings that RIPTA operates in currently. Mr. Harwood states that they are trying to get an electrician with a Journeyman's license and it is his goal to bring that \$50,000.00 a year down.

Ms. Martin asks if this is the same journeyman that Mr. Harrington mentioned earlier and Mr. Harwood responds yes it is. Mr. Durkee asks even so, wouldn't RIPTA still need this contract and Mr. Mencarini responds yes, especially for more complicated projects. Mr. Durkee adds that especially with 24 hours a day and 365 days a year this contract is needed.

Director Lewis makes a motion to award the contract to PAJAN Services as presented today. Mr. Durkee seconds the motion and it passes unanimously.

Agenda Item 10: **Executive Session to consider, discuss and act upon such matters as may be closed to the public pursuant to R.I. Gen. Laws § 42-46-5(a)(3) 4) regarding litigation, and R.I. Gen. Laws § 42-46-5(a)(1) to discuss personnel matters of the Rhode Island Public Transit Authority.**

Mayor Avedisian asked for a motion to convene to Executive Session.

Mr. Williams reads the law to go to Executive Session and made the motion. Director Lewis seconds the motion and a roll call vote was taken. The motion to convene into Executive Session passed unanimously.

Agenda Item 11: **Adjournment**

Mayor Avedisian asks for a motion to seal the minutes from Executive Session. Director Lewis makes a motion to seal the minutes and Mr. Durkee seconds. The motion passes unanimously.

Mayor Avedisian announces the Board has reached a new three year agreement with the CEO, Raymond Studley.

Mr. Durkee makes a motion to adjourn the meeting. Director Lewis seconds and it passes unanimously.

Respectfully submitted,

Marie DiToro
Recording Secretary